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| SERIAL NUMBER 10/733,677 | FILING DATE 12/11/2003 RULE | CLASS 379 | GROUP ART UNIT 2642 | ATTORNEY DOCKET NO. G15.001 |
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 ** CONTINUING DATA *N/A B²* *****

 ** FOREIGN APPLICATIONS *N/A B²* *****

IF REQUIRED, FOREIGN FILING LICENSE GRANTED

** 08/31/2004

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|---|---------------------------|------------------------|-----------------------|----------------------------|
| Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no | STATE OR COUNTRY CT | SHEETS DRAWING 7 | TOTAL CLAIMS 51 | INDEPENDENT CLAIMS 9 |
| 35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance | | | | |
| Verified and Acknowledged Examiner's Signature <i>B²</i> Initials | | | | |

ADDRESS

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06840

TITLE

Method and apparatus for selecting an agent to handle a call

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|------------------------------------|---|--|
| FILING FEE RECEIVED 1844 | FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following: | <input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) |
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